



Online Appointment Scheduler & Check-in Guide

Public Works & Engineering Department
Floodplain Management Office

Public Works & Engineering Department
Floodplain Management Office

SCHEDULING AN APPOINTMENT ONLINE

Scheduling an Appointment Online



Home I Want To Government Residents Business Departments Visitors En Espanol

Main Menu

- Home
- About Us
- Visiting the HPC
- FAQs
- News & Events
- Public Works Homepage

Annual Report



Did you receive a permit, license or registration non-compliance letter? [Click here for our FAQ.](#)

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You are here: Home



Welcome to the Houston Permitting Center

The Houston Permitting Center (HPC) combines the majority of the City of Houston's permitting and licensing into one convenient location. The HPC opened in June 2011 with a mission to help customers achieve their goals while complying with the City's regulations. Accomplishing our mission requires a continuous pursuit of improving the customer experience. Providing excellent service, streamlining business processes, implementing innovative technologies, and proactively engaging customers are all cornerstones of this philosophy.

When a customer arrives at the Houston Permitting Center, they will experience a culture that is dedicated to providing them with excellent customer service. It is our priority to:

- Empower our employees to solve our customers' problems.
- Provide our customers with the most consistent and accurate information.
- Serve our customers in the most polite and knowledgeable way possible.
- Measure our customers' satisfaction and continuously strive for improvement.

City Fee Schedule

The City fee schedule displays all permit, license, and registration fees established by authority of the City of Houston Code of Ordinances. Visit the [City of Houston Fee Schedule](#) web page to review all fees.

**** On January 01, 2013, most City of Houston permit, license, and registration fees will be raised by 2.4214%. Mailed invoices will be subject to the fee in effect on the date of mailing.****

For questions or concerns, please call 832-394-9000.

Permit Types:

- Airport Land Use Permitting Process
- Ambulance Permits
- Automotive Related Licenses
- Building Code Enforcement Permits
- Burglar Alarm Permits

On the HPC website's home page:
www.houstonpermittingcenter.org

Scroll down to **Floodplain Development Permits** and click on it to release the drop down menu.

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Fire Permits

Floodplain Development Permits

The Floodplain Management Office (FMO) is responsible for permitting all construction activity within the City of Houston's Special Flood Hazard Area (100 year floodplain and floodway) in accordance with the provisions of the City of Houston's floodplain ordinance, [Chapter 19](#) of the Houston City Code.

For commercial or residential projects on private land, plan review for Floodplain Development Permits is part of the building permit plan review process. No separate permit application is required. Upon plan approval, the Floodplain Development Permit is issued along with the building permit for a separate fee.

Public infrastructure projects by private developers or agencies must submit plans directly to FMO for plan review and issuance of permits. Floodplain permit fees are also charged for public infrastructure projects.

Effective Monday, July 8, 2013, FMO will transition the following services from a walk-in based service to an appointments-based service:

- Rejected Plan Review
- Drainage Plan for Plat Review
- Public Infrastructure Plan Review
- Variances
- Red Tags and Compliance Agreements
- Letters of Map Change

Appointments may be scheduled via the online scheduler or by phone up to 3-weeks in advance.

All other FMO services not listed above will remain a walk-in based service.

For additional information, please use the links below:

[Floodplain Management Office Home Page](#)

[Appointment Scheduler Home Page](#) (An email address and a phone number are **required** to use the online scheduler.)

[Appointment Scheduler & Check-in Guide \(English\)](#)

[Appointment Scheduler & Check-in Guide \(Spanish\)](#)

Hours of Operation:

8:00am – 4:30pm

Contact Information:

Phone: (832) 394-8854

Email: fmo@houstontx.gov



Food Dealers Permits

Click on the link for
*Appointment Scheduler
Home Page.*

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[Start Over](#)[HPC Home](#)[Continue](#)[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Please select the Business Unit you would like to schedule your appointment with

- ☐ Flood Management Office (FMO)
- ☐ HPD (Auto Dealers Detail)
- ☐ Open Records (Viewing)
- ☐ Open Records Pick Up and Requests

The Online Appointment Scheduler allows users to make appointments without a user account.

If you would like to create an account, select *Sign In*.

[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

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[Start Over](#)

[HPC Home](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Phone Number (xxxxxxxxxx):

Password:

[Join](#)

[Forgot your password?](#)

Select the link ***Join*** to create an account.

[Submit](#)

[Home](#)

[311 Help & Info](#)

[En Español](#)

[Contact Us](#)

[FAQs](#)

[Privacy Policy](#)

[CitizensNet](#)

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[Start Over](#) [HPC Home](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Please enter the following information

Complete all fields and click *Submit*

Phone Number (xxxxxxxxxx)
First Name
Last Name
Email:
Email Confirmation:

Password:

Password Confirmation:

Password Question:

Password Answer:
My favorite food is
My dog's name is
My favorite artist is
My favorite book is
The favorite movie is

[Submit](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online



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City of Houston
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[Start Over](#)

[HPC Home](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

☒ Autentication saved sucessfully!

Please enter the following information

Phone Number (xxxxxxxxxx)
First Name
Last Name
Email:
Email Confirmation:

Password:

Password Confirmation:

Password Question: ▼

Password Answer:

Your account has now been created. Click ***Start Over*** to schedule an appointment.

[Submit](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online



The
City of Houston
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[Start Over](#)[HPC Home](#)[Continue](#)[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

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- ☒ Flood Management Office (FMO)
- ☐ HPD (Auto Dealers Detail)
- ☐ Open Records (Viewing)
- ☐ Open Records Pick Up and Requests

Click the button for *Floodplain Management Office (FMO)* and then click *Continue*.

[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online



The
City of Houston
Official Site for Houston, Texas

[Back](#)[Start Over](#)[HPC Home](#)[Continue](#)[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO)

Please select from the following list of services

- ☐ Rejected Plan Review
- ☐ Drainage Plan for Plat Review
- ☐ Public Infrastructure Plan Review
- ☐ Variances
- ☐ Red Tags and Compliance Agreements
- ☐ Letters of Map Change

Note - No appointments are required for the following service:

- One Stop Plan Review
- Map Information- also available by phone, call (832) 394-8854
- Inspection Request & Status - call (713) 222-9922 or visit www.houstonpermittingcenter.org
- General Information

Select which type of service you would like to schedule an appointment for, then click ***Continue***.

[Back](#)[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online



The City of Houston
Official Site for Houston, Texas



[Back](#) [Start Over](#) [HPC Home](#) [Continue](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO)

Please select from the following list of services

- ☒ Rejected Plan Review
- ☐ Drainage Plan for Plat Review
- ☐ Public Infrastructure Plan Review
- ☐ Variances
- ☐ Red Tags and Compliance Agreements
- ☐ Letters of Map Change

Note - No appointments are required for the following service:

- One Stop Plan Review
- Map Information- also available by phone, call (832) 394-8854
- Inspection Request & Status - call (713) 222-9922 or visit www.houstonpermittingcenter.org
- General Information



Note: Appointments for *Rejected Plan Review* must be scheduled with the reviewer that provided comments.

[Back](#)

[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online



The City of Houston
Official Site for Houston, Texas



[Back](#) [Start Over](#) [HPC Home](#) [Continue](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO) - >Rejected Plan Review

Notice

Rejection comments appointments must be scheduled with the same reviewer who provided your rejection comments. If you do not know your reviewer's name, please click the link below to go to the City of Houston website to look up your review notes and find your reviewer's name. Then return to this website to complete the scheduling process.

Please note that appointments made with the wrong reviewer will be rescheduled upon arrival at FMO. Also note that only one project will be discussed in each appointment.

[Lookup Reviewer's Name](#)

If you know your reviewer's name, click continue.

If you do not know the name of your plan reviewer, click on the link *Lookup Reviewer's Name* to find out.

[Back](#)

[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online



The
City of Houston
Official Site for Houston, Texas

[Back](#)[Start Over](#)[HPC Home](#)[Continue](#)[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO) ->Rejected Plan Review

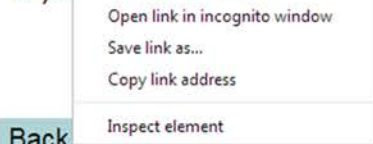
Notice

Rejection comments appointments must be scheduled with the same reviewer who provided your rejection comments. If you do not know your reviewer's name, please click the link below to go to the City of Houston website to look up your review notes and find your reviewer's name. Then return to this website to complete the scheduling process.

Please note that appointments made with the wrong reviewer will be rescheduled upon arrival at FMO. Also note that only one project will be discussed in each appointment.

[Look up Reviewer's Name](#)

If you do not know your reviewer's name, click continue.

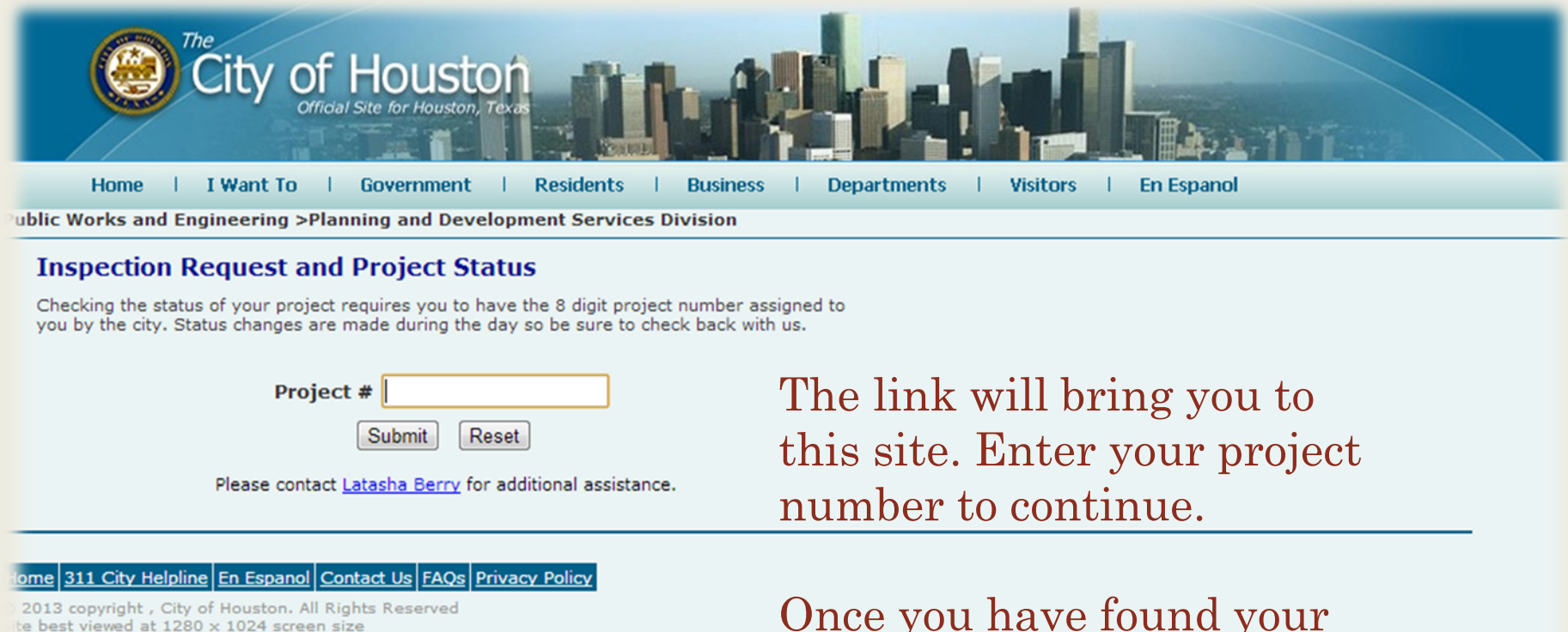
[Back](#)

To save your place in the scheduler, open the link in a new tab or window.

[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

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Home | I Want To | Government | Residents | Business | Departments | Visitors | En Espanol

Public Works and Engineering > Planning and Development Services Division

Inspection Request and Project Status

Checking the status of your project requires you to have the 8 digit project number assigned to you by the city. Status changes are made during the day so be sure to check back with us.

Project #

Please contact [Latasha Berry](#) for additional assistance.

[Home](#) [311 City Helpline](#) [En Espanol](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#)

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The link will bring you to this site. Enter your project number to continue.

Once you have found your reviewer's name, go back to the Appointment Scheduler site.

Scheduling an Appointment Online



[Back](#) [Start Over](#) [HPC Home](#) [Continue](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO) - >Rejected Plan Review

Notice

Rejection comments appointments must be scheduled with the same reviewer who provided your rejection comments. If you do not know your reviewer's name, please click the link below to go to the City of Houston website to look up your review notes and find your reviewer's name. Then return to this website to complete the scheduling process.

Please note that appointments made with the wrong reviewer will be rescheduled upon arrival at FMO. Also note that only one project will be discussed in each appointment.

[Lookup Reviewer's Name](#)

If you know your reviewer's name, click continue.

[Back](#)

Click on *Continue*.

[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online



The City of Houston
Official Site for Houston, Texas

[Back](#)[Start Over](#)[HPC Home](#)[Continue](#)[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO) ->Rejected Plan Review

Please select the calendar of your reviewer below

- ☐ Hanh Nguyen FMO Appointments
- ☐ Vincent Moneke FMO Appointments
- ☒ Patricia Scott FMO Appointments
- ☐ Tara Tuttle FMO Appointments

Select your plan reviewer's name and click *Continue*.

[Back](#)[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

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Scheduling an Appointment Online



[Back](#) [Start Over](#) [HPC Home](#) [Continue](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO) ->Rejected Plan Review ->Patricia Scott FMO Appointments

Please select a date from the calendar , then a time

Only the days in blue are available for scheduling appointments.

July 2013						
	S	M	T	W	T	F S
27	30	1	2	3	4	5 6
28	7	8	9	10	11	12 13
29	14	15	16	17	18	19 20
30	21	22	23	24	25	26 27
31	28	29	30	31	1	2 3
32	4	5	6	7	8	9 10

- ☒ 9:00 AM
- ☐ 11:00 AM
- ☐ 3:00 PM



The selected day will turn grey.

[Back](#)

[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online



The City of Houston
Official Site for Houston, Texas

[Back](#)[Start Over](#)[HPC Home](#)[Continue](#)[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO) ->Rejected Plan Review ->Patricia Scott FMO Appointments

Please select a date from the calendar , then a time

Select a time slot and click *Continue*.

		July 2013						
		S	M	T	W	T	F	S
27	30	1	2	3	4	5	6	
28	7	8	9	10	11	12	13	
29	14	15	16	17	18	19	20	
30	21	22	23	24	25	26	27	
31	28	29	30	31	1	2	3	
32	4	5	6	7	8	9	10	

☒ 9:00 AM

☐ 11:00 AM

☐ 3:00 PM



Time slots not shown have already been filled.

[Back](#)[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online



[Back](#) [Start Over](#) [HPC Home](#) [Continue](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO) ->Rejected Plan Review ->Patricia Scott FMO Appointments ->Monday, August 05, 2013 9:00 AM

Please enter the following information

**If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.*

Phone Number (xxxxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Project Number:

If you do not have an account, enter your information for each field.

Please use a phone number and email address where you can be reached directly in the event a representative needs to contact you.

[Back](#)

[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online



[Back](#) [Start Over](#) [HPC Home](#) [Continue](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO) ->Rejected Plan Review ->Patricia Scott FMO Appointments ->Monday, August 05, 2013 9:00 AM

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**If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.*

Phone Number (xxxxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Project Number:



If you have an account, click *Sign In*.

[Back](#)

[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online



[Start Over](#) [HPC Home](#)

[Sign In](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Phone Number (xxxxxxxxxx):

[Join](#)

Password:

[Forgot your password?](#)

[Submit](#)

Enter your account information and click ***Submit***.

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[Back](#) [Start Over](#) [HPC Home](#) [Continue](#)

[John Smith] [Log Out](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO) ->Rejected Plan Review ->Patricia Scott FMO Appointments ->Monday, August 05, 2013 9:00 AM

Please enter the following information

**If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.*

Phone Number (xxxxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Project Number:

Your contact information
will automatically populate
in the form fields.

[Back](#)

[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online



The City of Houston
Official Site for Houston, Texas



[Back](#) [Start Over](#) [HPC Home](#) [Continue](#)

[John Smith] [Log Out](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO) ->Rejected Plan Review ->Patricia Scott FMO Appointments ->Monday, August 05, 2013 9:00 AM

Please enter the following information

**If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.*

Phone Number (xxxxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Project Number:

Complete the remaining field and click ***Continue***.

[Back](#)

[Continue](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

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[Back](#) [Start Over](#) [HPC Home](#) [Confirm](#)

[John Smith] [Log Out](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO) ->Rejected Plan Review ->Patricia Scott FMO Appointments ->Monday, August 05, 2013 9:00 AM

Please review the appointment information

Please review and click "Confirm" to finalize your appointment. To make any changes, click "Back".

Appointment date: 8/5/2013

Appointment time: 9:00 AM

Department: Flood Management Office (FMO)

Service: Patricia Scott FMO Appointments

Appointment confirmation will be sent to houston.permittingcenter@houstontx.gov

Review your appointment details.
If it is correct, select **Confirm**.

[Back](#)

If it is incorrect or you would like to make a change, select **Back**.

[Confirm](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

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The City of Houston
Official Site for Houston, Texas



[Cancel Appointment](#) [Start Over](#) [HPC Home](#) [Reschedule](#)

[John Smith] [Log Out](#)

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO) ->Rejected Plan Review ->Patricia Scott FMO Appointments ->Monday, August 05, 2013 9:00 AM

Appointment Confirmation

Thank you for booking your appointment with the City of Houston Online! Below is your finalized appointment information.

First Name: John

Last Name : Smith

E-mail : houston.permittingcenter@houstontx.gov

Appointment ID : 246

Appointment date: 8/5/2013

Appointment time: 9:00 AM

Department: Flood Management Office (FMO)

Service: Patricia Scott FMO Appointments

Your appointment is now booked,
and an email with your appointment
details will be sent to you from:
hpc.customernotification@gmail.com.

IMPORTANT: A confirmation email will be send to the address above **You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.**

Please remember to check - in between 8:40 AM and 9:00 AM

We look forward to seeing you!

Please check your "Junk" folder if you do not find a confirmation in your "Inbox"

[Cancel Appointment](#)

[Reschedule](#)

[Home](#) [311 Help & Info](#) [En Español](#) [Contact Us](#) [FAQs](#) [Privacy Policy](#) [CitizensNet](#)

Scheduling an Appointment Online

From: hpc.customernotification@gmail.com
To: PWE - HPC
Cc:
Subject: City of Houston Appointment Confirmation

Houston Permitting Center Appointment Confirmation

From: City of Houston Appointments Online
Send: Wednesday, July 24, 2013 12:13 PM
To: houston.permittingcenter@houston.tx.gov
Subject: City of Houston Appointment Confirmation

Thank you for using the Houston Permitting Center's online appointment scheduler
We look forward to your visit on 8/5/2013. **Appointment ID: 246**

Appointment: 9:00 AM on 8/5/2013 (check - in between 8:40 AM and 9:00 AM)
Business Unit: Flood Management Office (FMO)
Service: Patricia Scott FMO Appointments

To check in upon arrival at the HPC...

1. Visit one of the kiosks located on the first floor.
2. From the kiosk Main Screen press "**Appointment Check In**" and answer questions on the screens that follow.

****Please visit the Information Desk** if you experience any difficulties with the check in process.

**** Note:** Your appointment will be automatically **cancelled 10** minutes after your appointed time. You will then need to reschedule.

Location: The Houston Permitting Center is located at 1002 Washington Avenue, Houston, TX 77002.
For directions [Click Here](#); or call 832-394-9000.

Please use the following links if you would like to [Cancel](#) or [Reschedule](#) your appointment.



If you do not see a confirmation email in your inbox, please check your spam or junk folder.

If you need to cancel or reschedule your appointment, select one of these links.

Scheduling an Appointment Online

The links will bring you back to your confirmation page. Select an option from either end of the page to *Cancel* or *Reschedule* your appointment.

The screenshot shows the City of Houston's online appointment scheduler. At the top, there's a header with the City of Houston logo and a city skyline. Below the header, there are four buttons: "Cancel Appointment", "Start Over", "HPC Home", and "Reschedule". The "Reschedule" button is highlighted with a red box. To the right of these buttons, there's a user name "[John Smith]" and a "Log Out" link. Below the buttons, there's a welcome message: "Welcome to the Houston Permitting Center's Online Appointment Scheduler". Underneath, there's a breadcrumb trail: "Flood Management Office (FMO) ->Rejected Plan Review ->Patricia Scott FMO Appointments ->Monday, August 05, 2013 9:00 AM". A blue bar with the text "Appointment Confirmation" is next. The main content area says: "Thank you for booking your appointment with the City of Houston Online! Below is your finalized appointment information." It lists: "First Name: John", "Last Name : Smith", "E-mail : houston.permittingcenter@houstontx.gov", "Appointment ID : 246", "Appointment date: 8/5/2013", "Appointment time: 9:00 AM", "Department: Flood Management Office (FMO)", and "Service: Patricia Scott FMO Appointments". An important note follows: "IMPORTANT: A confirmation email will be send to the address above **You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.**" It also says: "Please remember to check - in between 8:40 AM and 9:00 AM" and "We look forward to seeing you!". At the bottom, there's a reminder: "Please check your 'Junk' folder if you do not find a confirmation in your 'Inbox'". At the very bottom, there are two buttons: "Cancel Appointment" and "Reschedule". The "Reschedule" button is highlighted with a red box. The footer contains links: "Home", "311 Help & Info", "En Español", "Contact Us", "FAQs", "Privacy Policy", and "CitizensNet". Copyright information is at the bottom: "© 2013 copyright, City of Houston All Rights Reserved. Site best view at 1280 x 1024 screen size".

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Cancel Appointment Start Over HPC Home Reschedule [John Smith] Log Out

Welcome to the Houston Permitting Center's Online Appointment Scheduler

Flood Management Office (FMO) ->Rejected Plan Review ->Patricia Scott FMO Appointments ->Monday, August 05, 2013 9:00 AM

Appointment Confirmation

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First Name: John
Last Name : Smith
E-mail : houston.permittingcenter@houstontx.gov
Appointment ID : 246
Appointment date: 8/5/2013
Appointment time: 9:00 AM
Department: Flood Management Office (FMO)
Service: Patricia Scott FMO Appointments

IMPORTANT: A confirmation email will be send to the address above **You will need your Appointment ID to check-in for your appointment at the Kiosk on the main floor.**

Please remember to check - in between 8:40 AM and 9:00 AM

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Cancel Appointment Reschedule

Home 311 Help & Info En Español Contact Us FAQs Privacy Policy CitizensNet

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Public Works & Engineering Department
Floodplain Management Office

APPOINTMENT CHECK-IN PROCESS

Appointment Check-in Process

From: hpc.customnotification@gmail.com
To: PWE - HPC
Cc:
Subject: City of Houston Appointment Confirmation

Houston Permitting Center Appointment Confirmation

From: City of Houston Appointments Online
Send: Wednesday, July 24, 2013 12:13 PM
To: houston.permittingcenter@houston.tx.gov
Subject: City of Houston Appointment Confirmation

Thank you for using the Houston Permitting Center's online appointment scheduler
We look forward to your visit on 8/5/2013. **Appointment ID: 246**

Appointment: 9:00 AM on 8/5/2013 (check - in between 8:40 AM and 9:00 AM)

Business Unit: Flood Management Office (FMO)
Service: Patricia Scott FMO Appointments

To check in upon arrival at the HPC...

1. Visit one of the kiosks located on the first floor.
2. From the kiosk Main Screen press "**Appointment Check In**" and answer questions on the screens that follow.

****Please visit the Information Desk** if you experience any difficulties with the check in process.

**** Note:** Your appointment will be automatically **cancelled 10 minutes** after your appointed time. You will then need to reschedule.

Location: The Houston Permitting Center is located at 1002 Washington Avenue, Houston, TX 77002.
For directions [Click Here](#) or call 832-394-9000.

Please use the following links if you would like to [Cancel](#) or [Reschedule](#) your appointment.

On the day of your appointment, you may check-in up to **20 minutes before** your scheduled time and no more than **10 minutes after** your scheduled time.

Appointment Check-in Process

From: hpc.customernotification@gmail.com
To: PWE - HPC
Cc:
Subject: City of Houston Appointment Confirmation

Houston Permitting Center Appointment Confirmation

From: City of Houston Appointments Online
Send: Wednesday, July 24, 2013 12:13 PM
To: houston.permittingcenter@houstontx.gov
Subject: City of Houston Appointment Confirmation

Thank you for using the Houston Permitting Center's online appointment scheduler
We look forward to your visit on 8/5/2013 **Appointment ID: 246**

Appointment: 9:00 AM on 8/5/2013 (check - in between 8:40 AM and 9:00 AM)
Business Unit: Flood Management Office (FMO)
Service: Patricia Scott FMO Appointments

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Location: The Houston Permitting Center is located at 1002 Washington Avenue, Houston, TX 77002.
For directions [Click Here](#); or call 832-394-9000.

Please use the following links if you would like to [Cancel](#) or [Reschedule](#) your appointment.

You will use the ***Appointment ID*** number from your confirmation email to check-in for your appointment.

Appointment Check-in Process

Choose one of the kiosks located at the north entrance to check-in for your appointment.



Appointment Check-in Process

HOUSTON
PERMITTING
center

On the touch screen, select *Appointment Check In*



Appointment Check In



Other Services



I'M NOT SURE



Permits



Inspections



Plan Review



Licenses

español

Appointment Check-in Process

HOUSTON
PERMITTING
center

Please enter your Appointment ID.

Using the number pad, type in your *Appointment ID* number, and touch *OK*.

Check in Using
Phone Number

246		
7	8	9
4	5	6
1	2	3
DEL	0	CLR
OK		

Start Over

español

Appointment Check-in Process



HOUSTON
PERMITTING
center



Please enter your Appointment ID.

7	8	9	OK
4	5	6	
1	2	3	
DEL	0	CLR	



If you do not know
your Appointment
ID number, touch

**Check in Using
Phone Number**

to change screens

Start Over

español

Appointment Check-in Process

You can only check-in with the phone number you used to schedule the appointment.

Check In with
Appointment ID

HOUSTON
PERMITTING
center

Please enter your ten digit phone number.

7	8	9
4	5	6
1	2	3
DEL	0	

Please enter the following information

**If you've scheduled an appointment online with City of Houston before, please be sure to use the same 10-digit phone number.*

Phone Number (xxxxxxxxxx)

First Name

Last Name

Email:

Email Confirmation:

Project Number:

Start Over

español

Appointment Check-in Process

HOUSTON
PERMITTING
center

Please enter your ten digit phone number.

Using the number pad, type in your phone number, and touch **OK**.

Check In with
Appointment ID

8323949000			
7	8	9	OK
4	5	6	
1	2	3	
DEL	0	CLR	

español

Start Over

Appointment Check-in Process

HOUSTON
PERMITTING
center

THANK YOU

If you need assistance please visit the Information Center on the 1st floor.



If you see this screen, then you have successfully checked-in for your appointment.

A ticket will print from the kiosk. ***Scan*** your ticket when you have arrived ***on the 3rd Floor*** for your scheduled appointment.

español

Appointment Check-in Process



HOUSTON
PERMITTING
center



You must reschedule your appointment. Please see receptionist for more information or assistance

The system will not allow check-ins more than 10 minutes late, and will display the above message.



It is up to the discretion of the business unit to accept appointments later than 10 minutes. If accepted, you may not be able to complete your business within the remaining appointment time.

You may use the computers in the lobby to schedule a new appointment for another day.

Appointment Check-in Process



HOUSTON
PERMITTING
center



You arrived too early. Scheduled Appointment: 9:00AM

The system will not allow check-ins more than 20 minutes early, and will display the above message.



Please try again when it is closer to your scheduled appointment time.

español

If you have any questions
please contact us at:

(832) 394-9000

Houston.permittingcenter@houstontx.gov

